



DURHAM WORKFORCE DEVELOPMENT BOARD

ANNUAL REPORT
2008-2009





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Durham Workforce Development Board

Message from the Chair



*Denise Motley Johnston,
DWDB Chair/Director of
Human Resources for
Recruitment & Talent
Management at Duke
University and Health
System*

Our community has been faced with many challenges in the past year. Durham has been affected by more than 1000 layoffs and an increase in downsizing and business closings. The Durham Workforce Development Board has developed a strategic plan to address the needs of businesses and jobseekers. We have continued to strengthen the Board's impact and effectiveness through business partnerships and providing a greater continuum of resources.

The use of American Recovery and Reinvestment Act (ARRA) dollars within the Durham community has reconnected more than 300 residents with additional short-term training or provided work experience in another occupational field. The Board is also cognizant of the critical and ongoing need to connect disconnected youth to educational and employment opportunities, including summer employment opportunities for youth. In delivering quality services to the residents of Durham, the Durham Workforce Board will continue to support and reinforce the JobLink System as the primary vehicle to businesses and job seekers of with various levels of experience and career backgrounds.

In a year of challenge and change, what remains constant is the dedication and commitment of the Board members and Board staff. A personal thanks goes to the Board and staff for their continued commitment to understanding and addressing the needs of the Durham community. This genuine commitment will garner and strengthen the partnerships formed with Durham leaders, jobseekers, businesses and the community. We will remain steadfast in our charge to support an efficient and responsive workforce system.

Sincerely,

A handwritten signature in dark ink that reads "Denise Motley Johnston".

Denise Motley Johnston
Chairwoman-Durham Workforce Development Board

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Message from the Executive Director



Kevin Dick,
Executive Director, DWDB

The relevance of what we do as staff to the Durham Workforce Development Board has never been greater. Unemployment in Durham is more than twice what it was in November 2007, the month before the “official” start of the recession. According to the North Carolina Employment Security Commission Labor Market Information Division, in 2009 there were 51 known plant closures in Durham from January through November. There was nearly twice the number of individuals filing unemployment claims in November 2009 as November 2007. All of this was compounded by the fact that housing construction hit a significant lull and that commercial lending markets came to almost a grinding halt for the construction of retail and hospitality facilities – the types that employed many Durham residents, particularly while the economy was on an upswing.

So, why am I optimistic? Why do I feel that we are poised for significant economic and employment growth in 2010 and beyond?

For starters, Durham and the Research Triangle appear to be doing better than other parts of the State in economic indicators, such as unemployment rate. While Charlotte and Guilford Counties have unemployment rates of 11.2% and Wake and Forsyth are 8.4% and 9.9% respectively, Durham’s rate of 7.9% is much lower than its urban counterparts around the State. While that may not provide consolation to those that are unemployed, it does provide a perspective that things could be worse and that prospects may not be as bad here as they could be.

Another reason is that in spite of the recession and throughout it, companies that function in high demand industries have continued to hire and continued to expand. In fact, since July 1, 2008, the City has been directly involved with economic development incentive deals (mostly with companies in information technology, hospitality, small business development, electronics manufacturing and consumer products) that have included \$3.9 million in city investments and are slated to provide over \$122 million in private capital investment and approximately 611 full-time jobs over the next 3 – 5 years. By the way – in addition to the permanent full-time jobs, private capital investment means construction jobs.

So, what does this mean for economic and workforce development prospects in Durham and the programs administered through the Durham JobLink System? It means that we have the opportunity to connect businesses and job seekers to connect in a labor market which features companies that are managing to thrive in high demand industries with a talent pool that is immense because many people with diverse and dynamic skills are out of work at levels we have not seen for the better part of a generation.

It means that we have to continue to maximize the resources at our disposal available through opportunities such as the American Recovery and Reinvestment Act. From early 2009 to date, we have utilized over \$931,000 to put nearly 300 people to work in short-term job assignments in both the public and private sectors. One of our chief educational partners, has developed new curricula for short term training programs that are designed to get people trained and back to work fast in growing and emerging industries.

Durham, we may be experiencing some of the toughest periods of our lifetimes right now. But this is also the biggest and most important opportunity of our lifetime. Let’s relish it. Let’s get to work!

Sincerely Your Partner,

A handwritten signature in dark ink that reads "Kevin Dick".

Executive Director - Durham Workforce Development Board

Durham Workforce Development Board

Mission of the Board...

To plan, facilitate and coordinate a workforce development system that responds to the needs of area businesses and job seekers, and results in a skilled, productive and competitive workforce for Durham.

Vision of the Board...

Durham must develop a competitive workforce system that meets the needs of area businesses, jobseekers, and youth.

Goal 1: Provide the highest level of satisfaction to businesses and jobseekers

Goal 2: Strengthen the impact and effectiveness of the Durham Workforce Development Board

Goal 3: Create a greater continuum of resources

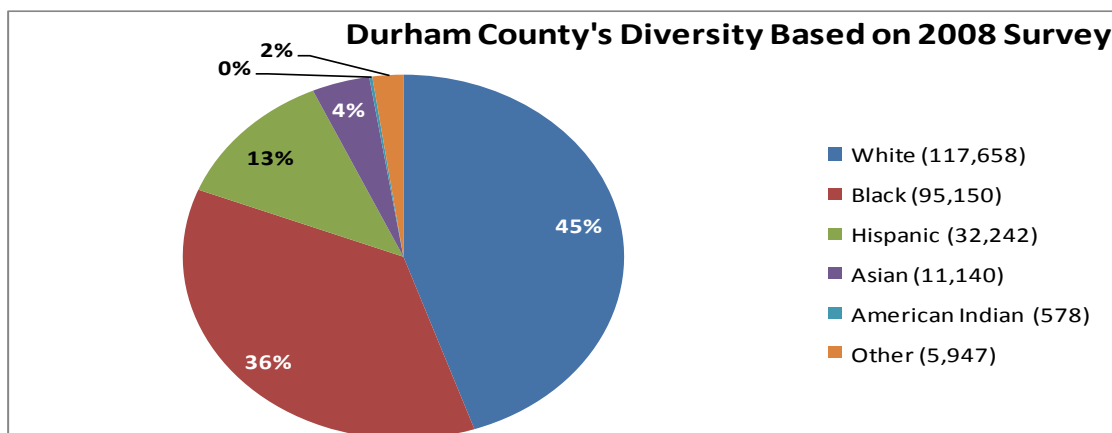
Core Values...

- ♦ The Durham Workforce Development Board encourages the creation of jobs with family-sustaining wages and ensure that County residents can effectively compete for those jobs.
- ♦ The Durham Workforce Development Board seeks to build our capacity within the public workforce system to make it more responsive to businesses' needs.
- ♦ The Durham Workforce Development Board plans to improve the County's economic competitiveness.



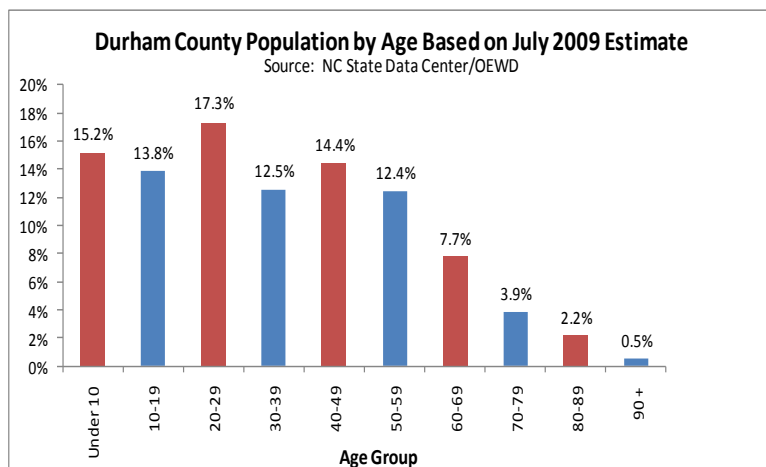
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Durham At A Glance



ANNUAL LONG-TERM OCCUPATIONAL PROJECTIONS FOR SELECTED INDUSTRIES WITH GROWING EMPLOYMENT: DURHAM COUNTY, 2006-2016

SOURCE: NC EMPLOYMENT SECURITY COMMISSION/OEWD



2009 Durham Accolades

Durham # 3 in *Best Places for Businesses and Careers* - **Forbes 2009**

Durham # 4 in *Best Mid-Sized Areas for Jobs* - **Forbes 2009**

Durham # 5 in *Top 100 Places to Live* - **Relocate America 2009**

Durham # 11 in *Nation for Keeping Jobs* - **American City Business Journal 2009**

Durham Workforce Development Board

Durham JobLink Career Center System

American Recovery and Reinvestment Act

In 2009, the Durham Workforce Development Board (DWDB) received \$1.31 million in formula funds to provide additional employment and training services to Workforce Investment Act –eligible youth, adults, and laid-off workers as part of the **American Recovery and Reinvestment Act**.

ADULT/DISLOCATED WORKER PROGRAM: The ARRA provides funding to assist Adult and Dislocated Workers in accessing short-term training, work experience opportunities, and provides for additional support services (as needed) and career counseling. The augmentation of the Adult/Dislocated Worker Program with ARRA funds will help serve an additional 170 participants. ARRA funds will also complement the following services administered through the Workforce Investment Act (WIA):

Short-term training: ARRA funds support short-term training (curriculum offered in 6 months or less), including Durham Technical Community College's—JobsNow initiative (includes health unit coordinator, bio-manufacturing, green landscaping, medical coder, under car care technician) and the continuation of recruitment in high demand occupations (e.g. healthcare, bioscience, information technology and green technology).

Work Experience Program: Work experience opportunities supported through the use of ARRA funds will range from 3-6 months (essentially “paid-internships”) and helps support un/underemployed adults in gaining marketable skills, while simultaneously earning a livable wage. Various worksites have included the County and City of Durham departments, North Carolina Central University and the local non-profit Durham Economic Resource Center.

The ARRA activities of the Durham Workforce Development Board (DWDB) have and will continue to be heavily aligned in career pathways of the participants. The DWDB will continue to reference the high demand occupation listing and research future trends on growing occupations, tracked through the department of Labor in an effort to place participants in high-demand occupations. The *career pathway* approach will continue to link education, training programs, and supportive services, so as to increase the marketability of program participants to secure employment within a specific industry or occupational sector.



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Durham JobLink Career Center System

American Recovery and Reinvestment Act

SUMMER YOUTH EMPLOYMENT PROGRAM: The ARRA funds expanded the Durham Local Area's summer youth program to serve an additional 157 youth. From June 22– August 14, 2009 157 youth, ages 14-24, were placed at various non-profit, government, and private worksites throughout Durham City and County. The summer worksites included the County and City of Durham departments, North Carolina Central University, John Avery Boys & Girls Club, Greater Durham Chamber of Commerce, and Durham Technical Community College. The average salary during the summer employment program was \$8.00 per hour (based on a 32 hour work week).



Photo taken by the Herald Sun for its August 18, 2009 article: Green Grassroots Social Justice. Picture shows Summer Youth Participants Omar McMillan and Phillip Raphael preparing soil for a new garden.

YOUTH FINANCIAL LITERACY: It has been widely documented that most young people in the United States do not understand financial concepts and the functioning of the economy. Young people who can be characterized as “at-risk” such as those who have not graduated from high school, youth aging out of foster care, and children growing up in poor families, are especially in need of a basic understanding of personal finances, because they may not have financial resources to rely on. Through the implementation of ARRA funds, the Durham Workforce Development Board had the opportunity to provide an introduction to financial literacy and planning to the youth participating in its 2009 summer employment programs.

The curriculum was focused on the basics of understanding how to calculate their paycheck; what comes out of their paycheck and why; the importance of having a bank account and why it can be preferable to using high-fee check cashing businesses; budgeting; credit; savings; and their economic environment. Instruction took place on the campus of North Carolina Central University. Youth received 6 hours of instruction in a small group classroom setting.

To measure knowledge gained, students were pre and post tested with a short survey on their knowledge and attitudes toward financial planning. This allowed summer counselors to determine what level the students were in understanding personal finance i.e. how many opened up a bank account or how much money was saved over the summer, what they had retained from the class and what areas needed to be reemphasized.

Durham Workforce Development Board

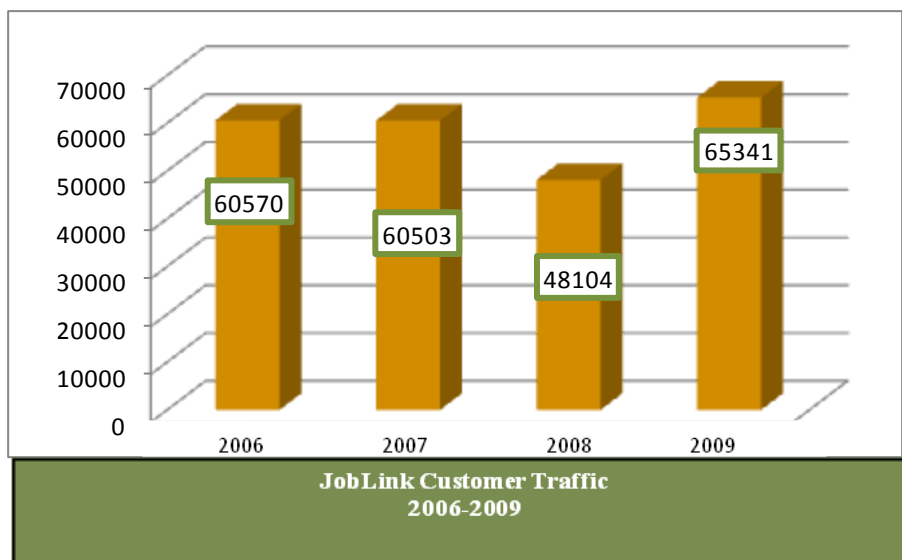
Durham JobLink Career Center System



Durham's JobLink Career Center System is a partnership of local workforce development professionals providing an array of services geared to assisting:

- Area businesses with recruiting, retention and training
- Area residents with career awareness, work readiness and employment

Since 2006, there have been **234,518** (repeat) visits to the Durham JobLink Career Center made by individuals seeking workforce development and job-placement services.



INITIATIVES/ACCOMPLISHMENTS:

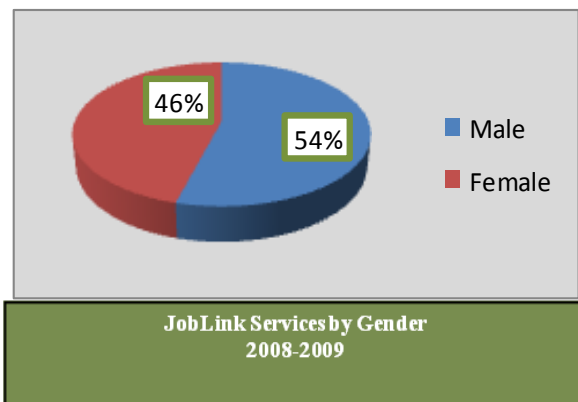
SPRING CAREER FAIR: With the unemployment rate rising, the Durham JobLink Career Center and existing community partners came together to organize a job fair to help connect Durham residents to existing employment opportunities. Having 24 employers and 350 candidates in attendance, the job fair was a huge success. Being the first of its kind, the job fair allowed participants the opportunity to network, identify opportunities and, get a better idea of what the job market really looked like. Also, the job fair allowed for a more intimate exchange between businesses and applicants as the employers came with active job openings with Durham JobLink staff on-hand to screen applicants and refer those that qualified. The huge success of the job fair enhanced JobLink's reputation and showcased their dedication to providing quality sourcing services for the Durham community.

INTERVIEW STIMULATOR: On December 15th 2008 the Durham JobLink officially opened its "Interview Simulator" to the public. The Interview Simulator provides interactive preparation for upcoming job interviews for JobLink jobseekers. The software contains potential interview questions that could possibly be asked at an actual interview.

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Durham JobLink Career Center System

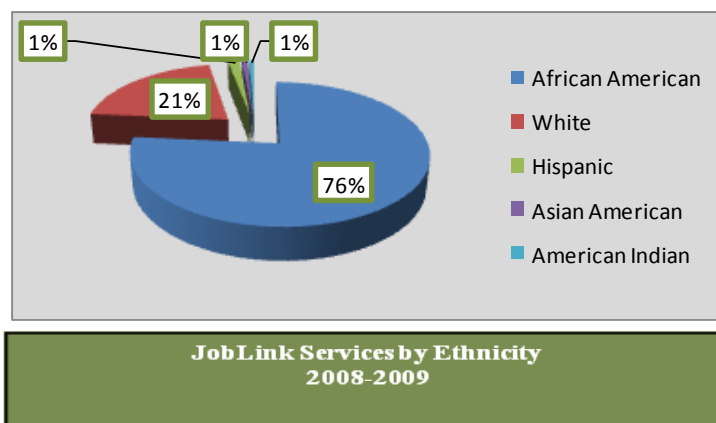
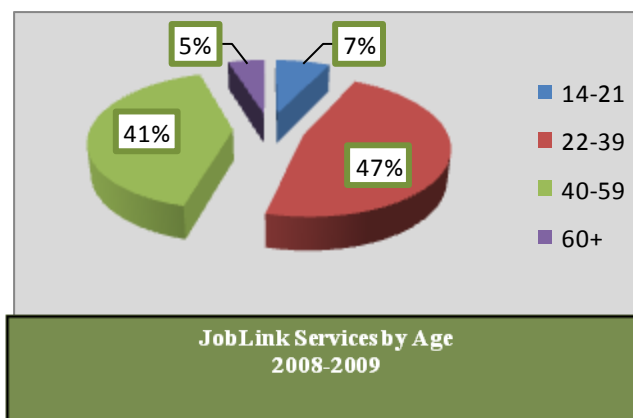
DURHAM JOBLINK WINS STATEWIDE RECOGNITION AND FUNDS:



The North Carolina Department of Commerce awarded the Durham Workforce Development Board and Durham JobLink \$73,171 in incentive funds for documented successes in Job Placement and Educational programs. Durham received this recognition for working with unemployed adults, laid-off workers and, low-income youth including placement in post-secondary education or employment, assistance with attainment of educational credentials and improvement in literacy and numeracy skills. The funds have been used to further improve operations and programs for businesses and job seekers.

DURHAM JOBLINK BENEFITS FROM WORK EXPERIENCE PROGRAM:

An agreement between the Durham JobLink and WIA Program allowed for individuals enrolled in the paid Work Experience (WEX) program to be placed in the Career Resource Center (CRC) at the Durham JobLink, to help meet the growing demand for employment and training services at the JobLink. Participants gained needed work experience (when jobs were limited), while providing assistance to an increasing number of individuals using the CRC on a daily basis.



WEX participants are available at the CRC to assist with questions ranging from help with resumes to assistance on how to use the computer to do job searches and unemployment insurance claims. Having individuals staff this program who have also been in a recent job search themselves, has created an atmosphere where both customer satisfaction and overall responsiveness of the program have increased.

Durham Workforce Development Board

Durham JobLink Career Center

JOBLINK MOBILE UNIT: Durham JobLink brought the Mobile Unit to their South Briggs Avenue location during the month of April through May on Mondays and Tuesdays. Having the JobLink Mobile Unit parked outside the front door was very helpful with the traffic flow by eliminating long lines and decreasing the client's wait time. The Mobile Unit provided the same services offered in the Career Resource Center; allowing JobLink clients to register for work, file their weekly certification, create/print resumes and conduct job searches. Because of the success of the JobLink Mobile Unit at the main site, staff relocated the JobLink Mobile Unit to Northgate Mall to address the workforce needs of the residents living in the northern part of the county. In the first four weeks of operation the staff of the JobLink Mobile Unit assisted 275 clients and provided over 550 job referrals.



*JobLink Mobile Unit Staff: (left to right)
Steve Fingers, Joe Johnson, Sarina Neal,
Bruce Palmer, Michael Whitt*

DISABILITY PROGRAM NAVIGATOR: As part of the 2007 grant awarded from the U.S. Department of Labor and Social Security Administration, JobLink was able to partner with The Disability Program Navigator to serve clients with disabilities and employers. The Disability Program Navigators assist JobLink Staff in developmental training, foster business and agency relationships to facilitate job placement and, serve as a resourcing avenue for clients. The success of partnering with the Disability Program Navigator has provided JobLink clients with resources on Social Security Administration and other relevant federal, state and, local programs that can connect persons with disabilities and opportunities to enter and retain employment. In 2009, this program flourished at the Durham JobLink through in-house tours, JobLink Orientations, and new registrations received from Durham residents identified through MIS Mapping and local census statistics.

Durham JobLink Career Center Statistics (July 2008-June 2009)

Measurements	Totals
Job Openings Received	4,387
Individuals Employed After Service	2,967
Customer Traffic (repeat visits)	65,341
Registered Jobseekers	13,506

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Durham JobLink Career Center System

Business Services

“This workforce forum was very relevant in addressing workforce issues of concern within our organization...and specifically Labs . The information provided was insightful and served as a good wrap-up to the previous roundtable addressing workforce issues within healthcare. The enthusiasm of the speakers made the event interesting.”

Rita A. Winsor, Human Resources Manager ~ DUHS Clinical Laboratories

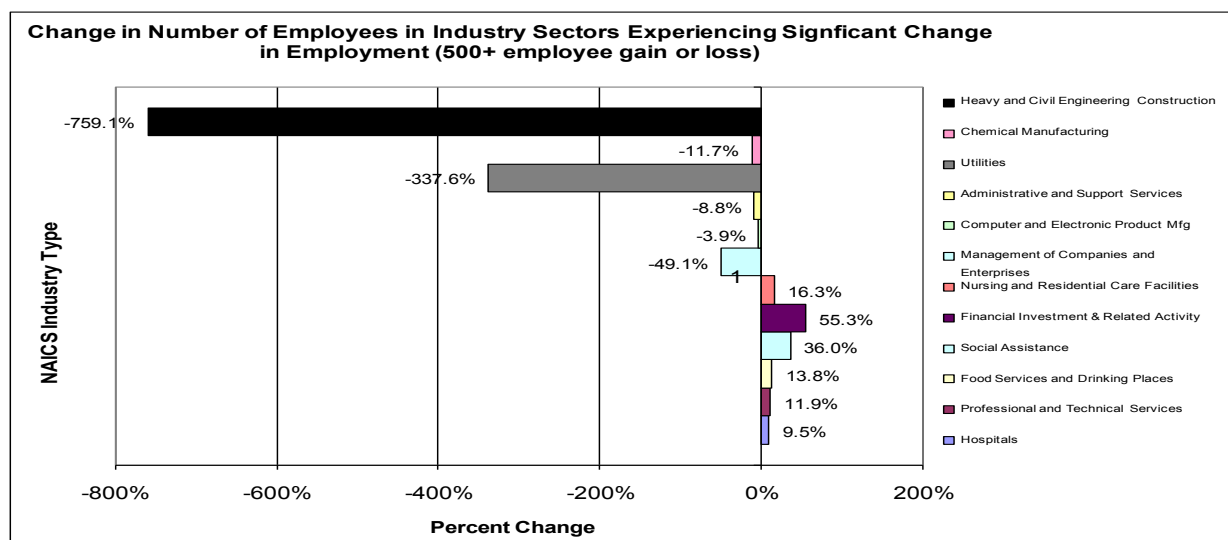
2008-2009 Business Service Highlights

RAPID RESPONSE - The Durham JobLink provided employee assistance to 10 businesses affected by layoffs in 2008-2009. Employee assistance included information related to search for employment, re-training, unemployment insurance and social & community benefits. Career readiness workshops were also conducted. Approximately 850 employees from manufacturing, healthcare/medical device, retail, government, professional services, technology, and financial sectors were affected by these layoffs.

WORKFORCE FORUM – The Durham JobLink Career Center presented a regional conference on Succession Planning and Millennial Youth Culture & the Workforce. The conference offered attendees hands-on strategies and practical tools that could be applied immediately to better prepare their organizations for the continuous evolution of the workplace. The conference was held in response to key workforce issues raised by businesses within targeted industry-sectors during roundtable discussions. The following learning objectives were highlighted for each session:

Succession Planning: Organizational strategy and internal and external environmental scanning, Gap analysis of supply and demand & Strategy for closing the gap and Implementation and evaluation of plan.

Youth Culture & the Workforce: Millennial generational traits and trends in the workforce, Millennial engagement and recruitment strategies and Millennial communication and



Durham Workforce Development Board

Durham JobLink Career Center System



Business Services

"Cormetech was able to continuously improve both operational and financial results by developing and implementing a very effective strategy to increase the skills of a broad range of employees. At all levels of the company, employees improved their abilities in problem solving, preventive maintenance, Lean Manufacturing and leadership. The manufacturing, laboratory and development processes were improved by streamlining the flow, reducing potential failures and waste, improving equipment utilization, all being done safely and with environmental responsibility. The end result was that we were able to increase both employee and customer satisfaction at the same time while setting the building blocks for long term success at the Durham facility."

Scott Daugherty, Director of Operations, Durham NC

North Carolina Incumbent Workforce Development Program

North Carolina's Incumbent Workforce Development Program under the federal Workforce Investment Act provides competitive grant opportunities to established North Carolina businesses to provide educational and skills training for current workers. There is a maximum funding level of \$25,000 in a single grant year; however, a company may apply for a subsequent grant (s) to reach the lifetime maximum funding of \$40,000. The following Durham-based businesses were awarded incumbent grants for 2008-2009:

Company	Industry	Program Year	Grant Amount	Company Match \$ Estimate	Total Project Value	Employees Trained/ Type of Training
Cormetech, Inc.	Manufacturing	2008	\$24,230	\$30,540	\$54,770	37/Lean manufacturing principles w/factory simulation overview, Value stream
Geomagic	Technology	2008	\$12,500	\$79,200	\$91,700	20/Leadership
Xenobiotic Detection Systems	Bioscience	2008	\$15,000	\$35,660	\$50,660	12/ISO
Shipman Technologies	Assembly/Engineering	2008	\$24,900	\$39,700	\$64,600	20/Lean Manufacturing
CrossComm, Inc.	Technology	2008	\$17,219	\$580	\$17,799	17/Various IT trainings, Leadership training, HR training
Totals			\$93,849	\$185,680	\$279,529	106 individuals trained

Businesses interested in applying for Incumbent Worker Program funding can develop a training proposal in conjunction with the local Workforce Development Board.

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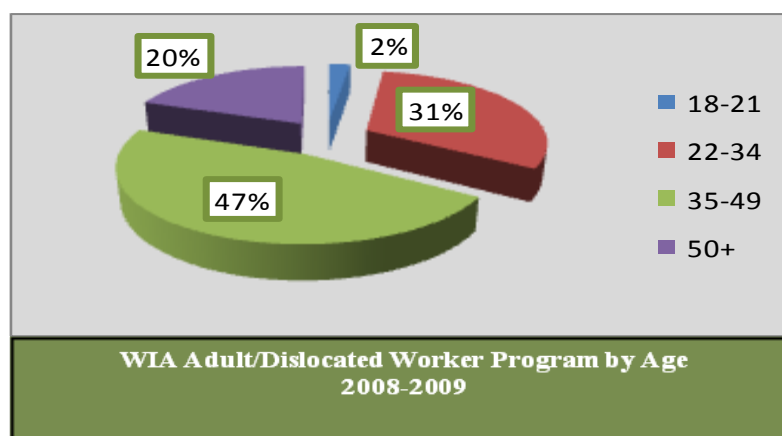
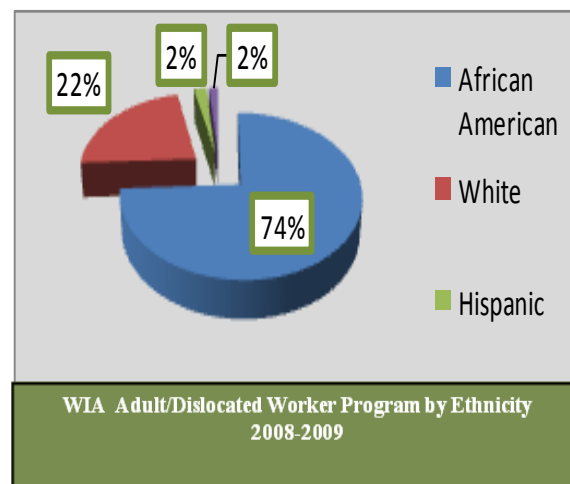
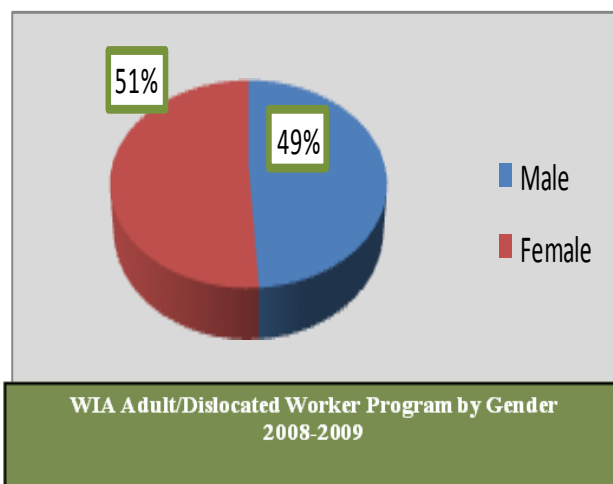
Durham JobLink Career Center System

WIA Adult & Dislocated Worker Program

Federal Workforce Investment Act funds are allocated by the North Carolina Department of Commerce and distributed to local workforce development boards to provide services to individuals 18 years of age and older who meet state and federal guidelines for WIA adult/dislocated worker eligibility.

WIA Adult/Dislocated Worker programs provide underemployed, unemployed and laid-off workers with employment and training assistance and can provide the following services: career counseling, skills assessment, employment search, resume development, job placement, and/or training that may be needed to help program participants successfully obtain long-term and sustainable employment in the community.

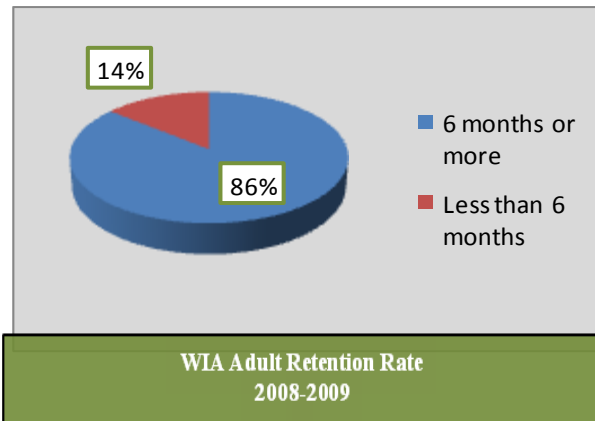
DEMOGRAPHIC INFORMATION:



Durham Workforce Development Board

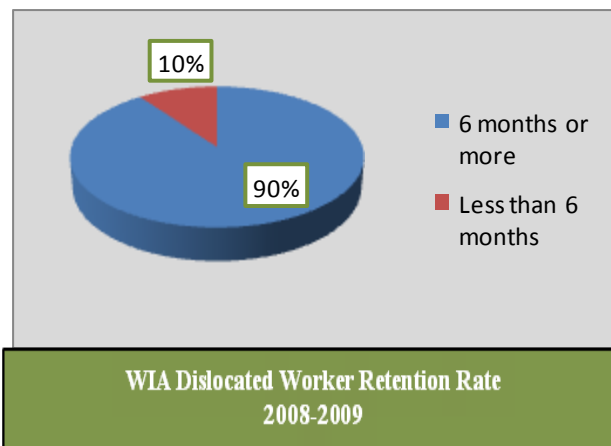
Durham JobLink Career Center

WIA Adult & Dislocated Worker Program



Highlights for WIA Adult/Dislocated Worker Program

- ◆ WIA Adult/Dislocated Worker programs provided **intensive services** to **353** Participants to increase employment outcomes
- ◆ **6 of every 7** unemployed or underemployed adults stayed on the job after 6 months
- ◆ **9 of every 10** laid-off workers stayed on the job after 6 months
- ◆ **1 of every 3** participants enrolled in occupational skills training



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Durham JobLink Career Center

WIA Adult & Dislocated Worker Program

Success Story

WIA Adult Program

Nina Humphries, an Administrative Assistant with over 20 years of experience, came to the Workforce Investment Act program seeking assistance with finding employment. Nina came to Durham in 2002 from Virginia by way of Pittsburgh, PA. She moved to Durham to be near her son and grandchildren.

She started working in 2002 at a Medical Technology firm and was laid off in August 2008. She came to the WIA program in October 2008. Although there were some “transitioning bumps” at the beginning of her time with the WIA program, it turned out to be a smooth experience. Because of her extensive administrative background, she was referred to the Work Experience program that was administered through the City of Durham’s Office of Economic and Workforce Development. Based on her skill set she was placed as an Administrative Assistant with the City of Durham’s Neighborhood Improvement Services Department.



Nina stated that “her experience as a Work Experience participant was beautiful and that the people in the department were great and very supportive of her endeavors”. Through her Work Experience opportunity, Nina was able to network with people throughout various city departments which ultimately lead to her gaining a full-time position in the Parks and Recreation department.

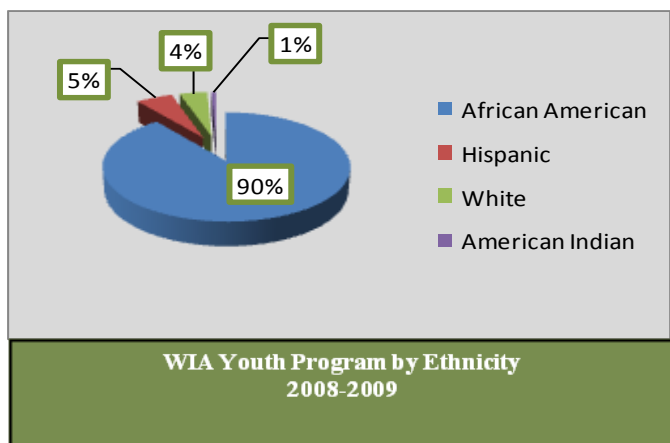


Durham Workforce Development Board

Durham JobLink Career Center System

Youth Program

The partnership of the Durham JobLink Career Center, the Durham Workforce Development Board Youth Council, the Youth Employed and Succeeding Program (YES), and the Office of Economic & Workforce Development is committed to providing quality programs and services to youth ages 14-21 that are enrolled in the program.



During the program year, the Durham JobLink Career Center provided services to over 100 youth enrolled in the WIA program. Below are some of the major highlights for 2008-2009:

- ♦ **2009 Mayor's Summer Youth Work Program:** The Office of Economic & Workforce Development in collaboration with the Mayor's Summer Youth Work Program provided 67 youth, ages 14-21, with an opportunity to work in various City and non-profit agencies. Youth worked a maximum of 30 hours per week earning \$7.25-\$9.00 per hour. The program was designed to provide youth an opportunity to gain work experience and develop skill-sets while simultaneously connecting with city/county agencies and the private sector.
- ♦ **WHOA (Working Hard on Achieving):** The Durham Workforce Development Board, through the Durham Youth Council established the *Working Hard on Achieving Program* for high school students as a "drop-out" prevention strategy. The students that are in the WHOA program are students who have been identified as needing extra support. These students must work hard on achieving good grades and show a strong commitment towards gaining work skills. Currently, 23 participants of WHOA meet on the third (3rd) Wednesday of each month to talk about different topics, share their concerns, and to have fun. Participants have numerous opportunities to visit numerous Durham businesses/agencies, and further engage in activities that will improve their educational development.

Highlights for WIA Youth Program

- ♦ 144 youth participants received services through the Durham Youth Employed and Succeeding Program
- ♦ 16 youth participants received their GED
- ♦ 13 youth participants retained attendance in college
- ♦ 111 youth participants continue to receive services

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Durham JobLink Career Center System

Youth Program

2009 Youth Summit



The 2009 Durham Youth Summit was held on November 11, 2009 at the Holton Career and Resource Center. With over 100 youth in attendance, this year's event nearly doubled the attendance at the previous 2008 youth summit. While former summits focused on facilitating discussion amongst youth and their families regarding ways to improve local programs for youth, this year's theme highlighted the many programs opened in 2009 at Holton School, aimed at addressing community concerns and needs identified in previous summits. More specifically, the theme was to "introduce youth and their families to new career and recreational opportunities in Durham."

The Youth Summit consisted of five sessions in which the attendees rotated between sessions facilitated by Durham Technical Community College, Durham Parks and Recreation, Durham Workforce Development Board, Durham Public Schools, and Sales and Service Training/Duke Clinic. Sessions both introduced youth to opportunities available at Holton School and throughout Durham, and were interactive, allowing attendees to participate in mock demonstrations of the services available to them and be involved in hands-on activities. Various other agencies with recreational and career services available to youth in Durham acted as vendors, having information and staff available to youth throughout the day to share information on their programs.

Vendors included:

ACT-SO
Mothers Against Drunk Driving
City of Durham Office on Youth
NC Cooperative Extension
Community Partnerships Inc. (CPI)
Project Lift
Durham JobLink
Scrap Exchange
Durham Parks & Recreation
SEEDs
Durham Together for Resilient Youth (TRY)
System of Care
El Centro Hispano
Vocational Rehabilitation
GREAT & Project Safe Neighborhood
Young Men's Christian Association (YMCA)

MDC, a nonprofit organization committed to helping North Carolina transition from a segregated, agricultural workforce to a successful, industrial economy, was another asset to the 2009 Youth Summit. With its primary focus of assisting struggling youth with achieving excellence in education, MDC held a presentation during lunch geared to finding out what educational opportunities youth would like to see more of in Durham. Responses included a "Dress for Success" program for men, public speaking training, and greater outreach to the Hispanic and Latino community.

Evaluation results of the 2009 Youth Summit revealed that this year's event was exceptionally successful. Participants (through open-ended survey questions) claimed they learned most about "how to do things right to get a great job" and many stated it was "most helpful because it made me think what I'm going to do after school." Presenting the specific opportunities that are available for youth right in their own community helped the youth attendees realize that there are vast local career and recreational opportunities for them: "I got the chance to see what Durham has in store for my career."

Durham Workforce Development Board

Durham JobLink Career Center System Youth Program

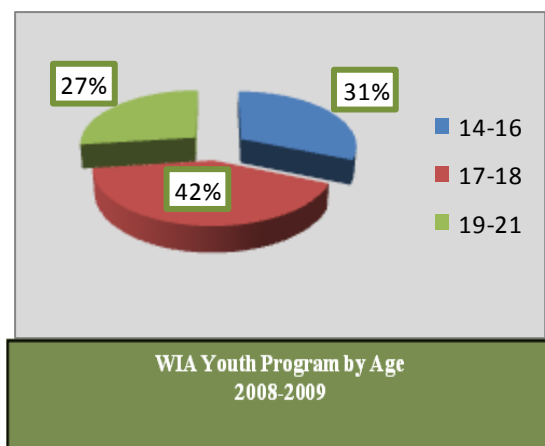
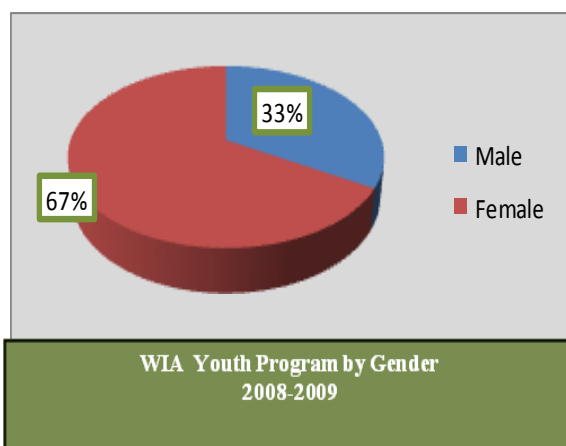
Success Story

Linda Bellamy faced many obstacles prior to enrolling into the Youth Employed and Succeeding (YES) program. She moved from Maine to Durham and found it to be a different world. She dropped out of high school and found herself at home not doing anything job or academic related. She took the initiative one day to search for employment. She found the Sales and Service Training Center who referred her to the YES program. Linda came to the YES program seeking support with completing her high school diploma, looking for career development and job seeking skills opportunities.



She enrolled in the YES program and since then has made great strides. She completed her high school diploma through Continental Academy; she completed her work experience training, and was hired as an assistant at the Sales and Service Training Center. While there, she learned valuable skills and experiences that she will use for the rest of her life. Linda also passed the certification test and is now also a certified customer service professional. Recently the YES program referred Linda to a local community support agency to provide further support for her to ensure her continued success. She currently has a mentor who is assisting her with life skills as well as providing social and emotional support as she transitions into adulthood. Linda recently interviewed and was hired at Sun Trust bank as a bank teller.

She is very excited about the next step in her life as she prepares to apply to Art School. Linda has participated in leadership development opportunities with the YES program including traveling to legislative offices in Raleigh to meet influential political officials. She also participated in the annual North Carolina Youth Summit in 2009 where she was the emcee for the first night of youth activities. Linda Bellamy is a true success and a true example of a youth who with the right supports and opportunities can change their barriers into steps to success.

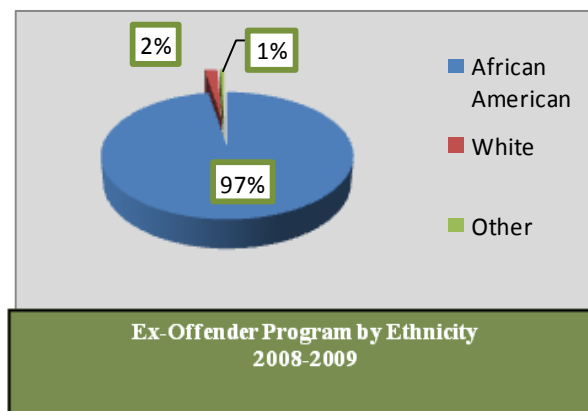
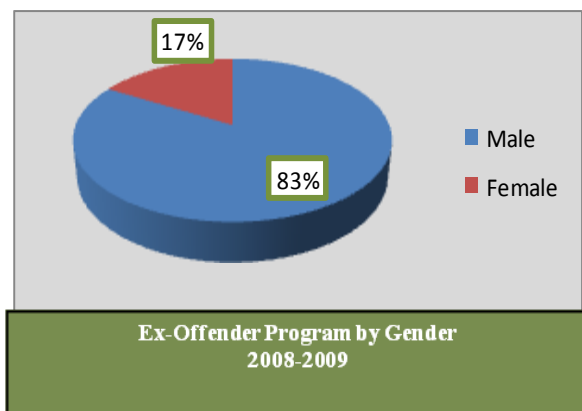


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Durham JobLink Career Center System

Ex-Offender Program

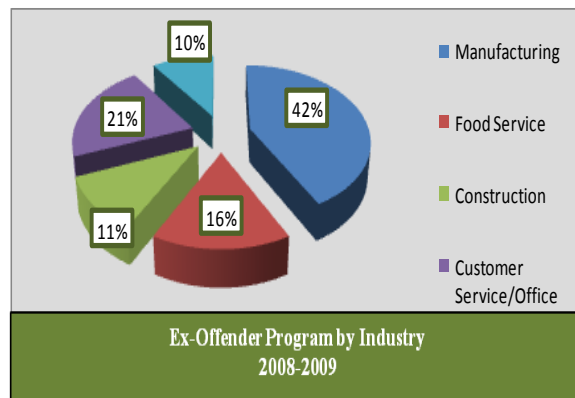
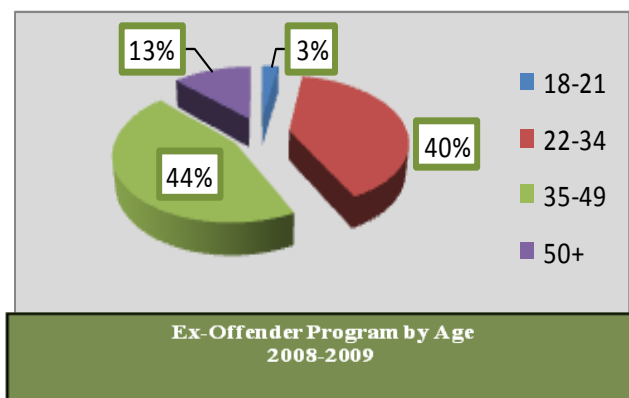
The JobLink Ex-Offender Program provides individualized assistance with career counseling for ex-offenders to aid in their transition as responsible members of the workforce.



JobLink Ex-Offender Program

The goals of the Ex-Offender Program are to maximize the employability of this population, reduce recidivism rate to reduce crime in Durham County and improve the workforce of Durham County. From 2008– 2009 the Ex-Offender Program provided services to 150 participants. These services included (but not limited to):

- ◆ Employment Case Management/Counseling
- ◆ Employment Orientations/Workshops
- ◆ Placement Services



Durham Workforce Development Board

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Success Story

Ex-Offender Program

Arie Lee faced obstacles in finding stable employment and an employer that would give him a chance to prove himself to be an asset to the company, despite his past criminal conviction.

Arie entered into the program with goals and determination, to not allow his past to direct his future. He began receiving employment assistance through the variety of workshops and intensive case management sessions with his case manager. His positive attitude and approach to gaining stable employment, showed in Arie's ability to use elements of the program to market himself with local businesses.

In order to build Arie's work skills the program offered him an interview with a local printing company through its Work Experience Program. Arie became a first-shift warehouse associate, receiving training on heavy print machinery throughout the company. His supervisors were impressed with his work ethic and his motivation to learn the printing process.

This assignment has brought more confidence in Arie's life and he remains humble in showing his appreciation for a chance by reporting to work on-time, exceeding in work tasks, and gaining new knowledge each day.

With great desire to ultimately succeed, Arie is another example of how the Durham JobLink Ex-Offender Program can help determined individuals help themselves.

Highlights for JobLink Ex-Offender Program

- ◆ 150 ex-offenders received employment and/or training services
- ◆ 71 of program participants entered employment
- ◆ 16 program participants entered into training
- ◆ Fifty (50%) percent of program participants were still employed after 6 months
- ◆ Average placement wage for program participants was \$8.57/hour

Annual Report 2008-2009

Durham JobLink Career Center System **Brownfields Job Training Program**

In late October of 2009, the City of Durham's Economic & Workforce Development graduated its final class from the Brownfields Job Training Program, conducted at Durham Technical Community College. As demonstrated in the picture below, spirits were high as almost 90 percent of the third class enrollees graduated from the program, all with six certifications and abundant hands-on experience. The program, which began in 2008 when Durham was awarded a \$200,000 grant from the EPA, was intended to train workers in brownfield development and remediation. Program participants enrolled in a 9- week intensive training, resulting in certifications in Hazardous Waste Operations (HAZWOPER), First Aid & CPR, Asbestos Abatement, and Lead Abatement. Durham Technical Community College was chosen by an independent review panel and subsequently approved by City Council to be the training provider after they responded to an Request for Proposal (RFP).



Approximately 250 individuals applied to the program, 105 were selected for interviews, and 66 Durham residents were enrolled into three training cycles. Most participants were citizens of NECD, where the bulk of outreach efforts were made. Participants had to be 18 or older, have a high school diploma or a GED (or in a GED program), work well in confined spaces, and be able to lift 25 pounds. Community outreach meetings to advertise for the program were held at local churches and at board meetings.

Nearly all program goals were surpassed, including retention: while a goal of an 80% retention rate was created, almost 88% of participants graduated from the program. In addition, the first class (graduated in the summer of 2009), has surpassed the job placement goal of 65%. Program graduates have found numerous sites of employment, including positions at Enco Laboratories, ECOFLO, lead abatement organizations, a brownfield "green oil" campus, and in the public sector. Communication with Environmental Technology businesses and a labor market assessment of environmental technology firms indicate an increasing demand for employee skill sets in brownfield development and other related "green" industries.



Since the City of Durham received a \$400,000 Assessment Grant from the EPA in 2009, it is evident that there will be an increasing demand for Brownfield employees living in Durham County. More specifically, the City received \$200,000 for hazardous waste assessments, inventory updating, and cleanup planning, and \$200,000 for petroleum assessments. In 2010 the City of Durham will work on collaborating efforts of the EPA Brownfields Assessment Grant and the EPA Brownfields Job Training Grant to maximize the positive impact in neighborhoods impacted by brownfields and local job seekers. The City of Durham received an additional EPA grant for a 2nd cycle of the Brownfields Job Training Program.

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